



Academy for Educational Development

Global Training for Development USAID/E&E

Diagnostic Review of Exit Questionnaire Data (1997-2001)

**Western Newly Independent States (WNIS)
(Ukraine, Moldova, Belarus)**

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Methodology

The evaluation of training programs is achieved through the information collected in the exit questionnaires administered to the participants at the end of the training event. The exit questionnaire used to assess participant satisfaction was developed for the Global Training for Development project in collaboration with USAID/E&E training staff. A detailed description of the exit questionnaire follows on the next page.

This report reviews regional training evaluation data for the periods of CY1997-98, CY1999, CY2000, and CY2001 disaggregated by location of training, US based, in-country, and third country. Six separate sections of the exit questionnaire were reviewed and compared: orientation, logistics, interpretation, content, utility of training, and overall assessment. Each section contains several questions, which were tabulated together, and the results reported represent the average percentage of all the questions in the respective section. The three questions pertaining to the usefulness, relevance, and utility of training, as well as the two questions dealing with overall assessment—all of which are included in the section of the questionnaire on content—were reviewed separately in order to assess participant satisfaction in only these areas. The table on page 14 indicates the overall ratings in participant satisfaction in each section of the questionnaire by reporting period and training location. The response rate for the six sections reviewed was tabulated also by reporting period and location and is included on page 15.

The review sample is based on the number of programs with exit questionnaires administered, as well as the number of participants who submitted exit questionnaires. Statistics for the review sample are indicated in the analysis under each venue and reporting period.

Purpose

The objective of this review is twofold:

- To provide home- and field-office staff with a comprehensive summary of the training evaluation data by reporting years and training venues. Project staff will be able to compare the data of the four periods and use it appropriately for internal quality control.
- To provide a general review of key components of the training, assess its effectiveness, highlight areas that have shown improvement, and point out aspects that require greater attention.

The Exit Questionnaire

The exit questionnaire used to assess participant satisfaction in training was developed for the Global Training for Development project in collaboration with USAID/E&E training staff. The questionnaire contains a comprehensive set of questions in key areas of training: orientation, logistics, content, and utility of training in the workplace. It is structured to provide participants with a range of choices for each question useful in assessing their degree of satisfaction with the training program. The questionnaire also addresses the results-oriented approach to training emphasized under GTD by allowing participants to assess if the program was relevant to their work, and whether they will use and apply their new skills in their organizations.

Below is an explanation of each section of the exit questionnaire:

Orientation

The questions in this section inquire whether participants received orientation prior to the beginning and at the beginning of the program, the degree of involvement they had in planning their training, and how well the orientation lectures and materials prepared them for the program. The evaluation ratings for these two different sets of questions—orientation received and satisfaction with orientation—were grouped and analyzed separately. The statistical chart presented for each venue includes the breakdown of these questions.

Logistics

These questions address participant satisfaction in areas such as transportation, timeliness of allowance payment, medical insurance, training facilities, and housing.

Interpretation

In this section, participants report whether or not an interpreter was provided, and are asked to rate the language and technical skills of the interpreter(s). Participants also have the opportunity to judge the level of difficulty encountered in the interpretation or translation of activities such as classroom lectures and discussions, reading assignments, site visits, and social events.

Program Content

This section contains three different sets of questions, which were separated for the statistical analysis. One set of questions deals with the actual content of the training program and asks participants to rate the training ability and technical expertise of the instructors, the balance between theory and practice, the instructional methods, group discussions, site visits, efforts in identifying ways to apply training, and opportunities to develop professional linkages. Another set of questions addresses the relevance, usefulness, and applicability of training in the workplace, and the third set asks participants to provide an overall assessment of the training. The statistical chart presented for each venue includes the breakdown of these questions.

Summary of Findings

The overall rates in participant satisfaction for the training programs conducted in the Western Newly Independent States (WNIS) are consistently high across venues and reporting periods, above 90% in most areas and reaching as high as 99%-100% in several instances. In 2000 and again in 2001, the ratings either improved or remained at the high levels recorded in the previous years. Refer to the table on page 14 for a comparison of the overall ratings in participant satisfaction in each section of the questionnaire by reporting periods and training venues.

Below are observations and explanations based on the overall findings for each area of training:

Orientation

The number of US-based and third-country participants who reported having received orientation increased in 2000 and again in 2001, reaching 90% for both venues. Because pre-departure orientation is not a component of in-country training, ratings for this area are not included.

Over the life of GTD, the characteristics of WNIS participants changed considerably. In the earlier years, high-level officials were selected who had experience traveling outside Ukraine, and did not require the level of detailed guidance that later participants proved to need. As the profile of the typical participant changed in the latter years to include people with little travel experience (mid-level officials, technicians, community leaders), it was necessary to adjust the orientation program to meet their needs. Three actions were taken that resulted in the increased number of participants who received orientation:

- a) A concerted effort was made to encourage these participants to attend orientation
- b) Alumni participants were invited to make suggestions on ways to improve the orientation program, which were incorporated in subsequent sessions.
- c) Alumni were also invited to participate in orientation sessions to provide their insights and experience. This approach allowed the trainees to have a clearer understanding of what the third country or U.S. training could provide, and also encouraged them to be more critical and demanding of the training providers and of themselves as participants.

Logistics

The various aspects of logistics received an extremely high level of satisfaction across venues and reporting periods reaching 98%-100% in several instances. The four-year average for in-country and third-country training is 98% and for US training 96%.

Interpretation Services

In the three venues, the satisfaction rate for interpretation services is extremely high, with a four-year average of above 95% for each venue. The successful achievement of the training objectives and the benefit that participants derived from the lectures, site visits, and group discussions largely depended on the language skills and technical expertise of the interpreters. The best laid out designs or most engaging lectures and site visits are rendered useless if the interpreters lack the necessary technical and language skills to convey to the participants all the information being transmitted. These high satisfaction rates demonstrate that interpreter services in the three venues consistently remained of the highest quality.

Content

The ratings for the various aspects of program content remained high across venues and reporting periods with a four-year average of above 90% in each venue. There was a decline in US training in 1999, but the ratings improved the following two years achieving a score of 95% in 2001. The scores for the other two venues, in-country and third country, remained constant throughout the four years, above the 92% mark.

Several training events included a variety of components, such as an initial in-country workshop or conference, followed by a third-country or US program, and a final in-country conference, all geared at achieving the same objectives. This approach also provided additional support for participants once they returned from training. Even if not all of them were selected for the program overseas, they were invited to participate in the final in-country conference to present sections of their action plans that they may have implemented. This exercise allowed them to receive valuable feedback and encouragement from their colleagues to continue to apply their training in their respective jobs.

The strong positive responses recorded in the content area demonstrate the effectiveness of training designs that combine venues and provide participants with much broader perspectives. These scores also demonstrate that quality training providers were selected to conduct training who had the expertise to respond to the demands and needs of USAID-sponsored training. These responses also indicate that the training providers specialized in the participants' professional fields and were able to relate the information being provided to the conditions and situation in their respective countries.

Utility and applicability of training

For all venues and reporting years, an average of 98% of the participants rated high the utility of training in the workplace. The success of training is measured by the application in the workplace of the skills, knowledge, and attitudes acquired by the participants. Participants may agree that the program was useful and relevant to their work, but they need assistance and clear guidelines to focus on its applicability. The number of participants who judged 'good/very good' efforts in identifying ways to apply training is extremely high in the three venues with an average of 96% for the four years.

Above high percentages indicate that this important component of training—efforts in identifying ways to apply training—was implemented successfully. Either through the development of concrete action plans or group discussions participants identified potential areas where they could effect change in their respective work or communities, and examined solutions to the challenges and constraints they expected to encounter in their efforts to apply their training. Whether as part of the actual training event or as an expanded exercise carried out following training as described above, this activity was considered a critical element of training and remained an integral component of the programs in the three venues.

Overall Assessment

A consistent high level of participants across venues and reporting years expressed their enthusiasm for the training and judged their experience as positive. The four-year average for US and in-country training is 97% and for third country 99%.

The following three sections of this report include a summary of satisfaction rates, a review of key findings, as well as participant and program statistics for each reporting year and venue of training, US, in-country, and third country.

W N I S US-based Training

Summary of Satisfaction Rate

The table below presents a four-year comparison of the average ratings in participant satisfaction for the various components that comprise each training criterion. The statistics are based on calendar year.

Criteria	US based WNIS			
	1997-98	1999	2000	2001
Orientation				
Received ¹	88%	84%	85%	90%
Satisfaction rate ²	85%	79%	84%	80%
Logistics				
Satisfaction rate	98%	96%	95%	95%
Interpretation				
Satisfaction rate	97%	91%	97%	97%
Content				
Satisfaction rate	90%	86%	91%	95%
Utility/Applicability³				
Agreement rate	97%	97%	99%	99%
Overall Assessment⁴				
Positive	96%	95%	98%	100%
	N=297	N=157	N=167	N=47

¹ Includes 4 questions:

- Did you receive orientation prior to the beginning of your program?
- Did you receive orientation at the beginning of your program?
- Were the training objectives discussed with you?
- Were you actively involved in planning your training?

² Includes 3 questions:

- How well did the orientation prior to the training prepare you?
- How well did the orientation at the beginning of the training prepare you?
- On a scale of 1-5, how well prepared were you for this program?

³ Includes 3 questions:

- The program was useful
- The program was relevant to my work
- I will be able to apply what I learned in my work

⁴ Includes 2 questions:

- Overall, how would you assess training experience?
- Would you describe your training experience as positive?

W N I S US-Based Training

Key Findings

Overall findings

In the four reporting years, the overall level of participant satisfaction remained high in all key areas of training, above 90% in most instances, and reaching 98%-99% in several areas. In 1999, participant satisfaction had declined somewhat in orientation, interpretation, and content, but the scores for 2000 show significant improvements and have remained at the same high levels in 2001 in all areas except orientation. See below for further explanation of these findings for each area of training. (Refer to the table on the previous page for a comparison of the ratings in the four reporting periods).

Findings for each area of training

Orientation - An average of 87% of the participants in the four years reported having received orientation prior to and at the beginning of the program. The satisfaction rates for orientation fluctuated four to five percentage points each reporting year with an average rate of 82% for the four years. See explanation for these ratings under Summary of Findings on page 3.

Logistics - An average of 96% of the participants were 'satisfied/very satisfied' with the various aspects of logistics, such as housing, transportation, timeliness of allowance payments, medical insurance, and the quality of training facilities.

Interpretation - The satisfaction rate for key aspects of interpretation, such as the language skills/technical vocabulary of the interpreters and the quality of translated materials declined in 1999 from 97% to 91%, but improved to 97% in the last two years. The overall average for the four years is 95.5%

Content - The number of participants who rated 'good/very good' key aspects of the content such as the training ability/technical expertise of the instructors, instructional methods, discussions, and site visits decreased in 1999 from 90% to 86%, but improved to 91% and 95% in 2000 and 2001. The overall four-year average for this section is 90.5%.

Utility\Applicability - A consistently high percentage of participants in the four years, an average of 98%, agreed that the program was useful, relevant, and applicable to their work. Likewise, the number who judged 'good/very good' efforts in identifying ways of applying training was very high, an average of 98% in the four years.

Overall Assessment - An average of 97% in the four years agreed that their training experience was positive.

Participant and program statistics represented in each year of the review sample are included on the next page.

W N I S US-based Training

The Review Sample

Participants

Number of US participants trained and number represented in the review sample:

	1997-1998	1999	2000	2001
Number of US participants who completed US training	359	167	172	51
Number of US participants who submitted exit questionnaires	297	157	167	47
Percentage of participants represented in the review sample	83%	94%	97%	92%

Average Age	44	39	39	43
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Training Programs

Number of US programs implemented and number represented in the review sample:

	1997-1998	1999	2000	2001
Number of US programs implemented	20	10	12	6
Number of US programs with exit questionnaires administered*	19	10	12	4
Number of US programs represented in the review sample	18**	10	12	4
Percentage of US programs represented in the review sample	95%	100%	100%	100%

*Programs such as conferences, seminars, internships, normally, do not have exit questionnaires administered.

**The exit questionnaires for one program were not received from the training provider.

W N I S In-Country Training

Summary of Satisfaction Rate

The table below presents a four-year comparison of the average ratings in participant satisfaction for the various components that comprise each training criterion. The statistics are based on calendar year.

Only one in-country program was conducted in 1999, which had no exit questionnaires administered. Thus, the ratings for this venue reflect a three-year period only. Because pre-departure orientation is not a component of in-country training, this section was not analyzed.

Criteria	In-country- WNIS		
	1997-98	2000	2001
Orientation			
Received	Not analyzed		
Satisfaction rate			
Logistics			
Satisfaction rate	96%	98%	99%
Interpretation			
Satisfaction rate	98%	99%	100%
Content			
Satisfaction rate	92%	94%	93%
Utility/Applicability¹			
Agreement rate	96%	98%	98%
Overall Assessment²			
Positive	96%	98%	98%
	N=300	N=474	N=537

¹ Includes 3 questions:

- The program was useful
- The program was relevant to my work
- I will be able to apply what I learned in my work

² Includes 2 questions:

- Overall, how would you assess training experience?
- Would you describe your training experience as positive?

WNIS In-Country Training

Key Findings

Overall findings

In 1999, only one in-country program was conducted in WNIS which had no exit questionnaires administered, thus, the findings reported below are based on data from 1997-98, 2000, and 2001. In the three reporting periods, participants expressed consistently high levels of satisfaction in all areas of in-country training reaching 98%-99% in several instances and 100% in interpretation in 2001. Below is a review of findings for each area of training covering the three years. (Refer to the table on the previous page for a comparison of the ratings in the four reporting periods).

Findings for each area of training

Orientation - Because pre-departure orientation is not a component of in-country training, this section was not analyzed.

Logistics - An average of 98% of participants in the four years rated 'good/very good' the various aspects of logistics.

Interpretation - In most instances, interpretation is not necessary for in-country training because it is conducted by native speakers. Those who responded, however, expressed extremely high levels of satisfaction each year reaching a perfect score of 100% in 2001.

Content - The various aspects of the program content were also rated high each year with an overall average of 93%.

Utility/Applicability – An average of 97% of participants agreed that the program was relevant and applicable to their work, and 96% judged 'good/very good' efforts in identifying ways to apply their training in the workplace.

Overall Assessment - Likewise, an average of 97% assessed their training as positive.

Participant and program statistics represented in each year of the review sample are included on the next page.

WNIS In-Country Training

The Review Sample

Participants

Number of in-country participants trained and number represented in the review sample:

	1997-1998	1999	2000	2001
Number of IC participants who completed in-country training	594	n/a	607	872
Number of IC participants who submitted exit questionnaires	300	n/a	474	573
Percentage of participants represented in the review sample	51%	n/a	78%	66%
Average Age	40	n/a	36	41

Training Programs

Number of in-country programs implemented and number represented in the review sample:

	1997-1998	1999	2000	2001
Number of IC programs implemented	21	Only one prog. with no EQs administered	18	24
Number of IC programs with exit questionnaires administered*	14	n/a	15	21
Number of IC programs represented in the review sample	14	n/a	15	21
Number of IC programs represented in the review sample	100%	n/a	100%	100%

*Programs such as conferences, seminars, internships, normally, do not have exit questionnaires administered.

WNIS Third-Country Training

Summary of Satisfaction Rate

The table below presents a four-year comparison of the average ratings in participant satisfaction for the various components that comprise each training criterion. The statistics are based on calendar year.

Criteria	Third Country WNIS			
	1997-98	1999	2000	2001
Orientation				
Received ¹	84%	79%	81%	90%
Satisfaction rate ²	75%	85%	87%	88%
Logistics				
Satisfaction rate	100%	96%	98%	100%
Interpretation				
Satisfaction rate	96%	98%	96%	97%
Content				
Satisfaction rate	93%	93%	92%	92%
Utility/Applicability³				
Agreement rate	99%	98%	98%	99%
Overall Assessment⁴				
Positive	99%	99%	98%	99%

N=73

N=102

N=150

N=85

¹ Includes 4 questions:

- Did you receive orientation prior to the beginning of your program?
- Did you receive orientation at the beginning of your program?
- Were the training objectives discussed with you?
- Were you actively involved in planning your training?

² Includes 3 questions:

- How well did the orientation prior to the training prepare you?
- How well did the orientation at the beginning of the training prepare you?
- On a scale of 1-5, how well prepared were you for this program?

³ Includes 3 questions:

- The program was useful
- The program was relevant to my work
- I will be able to apply what I learned in my work

⁴ Includes 2 questions:

- Overall, how would you assess training experience?
- Would you describe your training experience as positive?

WNIS Third-Country Training

Key Findings

Overall Findings

In the four reporting years, participants expressed an extremely high level of satisfaction in all areas of third-country training. The ratings reached 99% in several instances and twice a perfect score of 100%. Logistics, utility/applicability of training, and overall assessment received the highest scores with a four-year average of 98%-99. See below for a review of findings for each area of training covering the four reporting years. (Refer to the table on the previous page for a comparison of the ratings in the four reporting years).

Findings for each area of training

Orientation - The number of participants who reported having received orientation decreased in 1999 from 84% to 79%, but increased in following years reaching 90% in 2001. The satisfaction rate in orientation was low in 1997-1998—75%—but also improved steadily each year reaching 88% in 2001. See explanation for these ratings under Summary of Findings on page 3.

Logistics - An average of 98.5% of the participants in the four years reported satisfaction with the various aspects of logistics, which received a perfect score of 100% in 1997-98 and again in 2001.

Interpretation - An average of 97% in the four years judged 'good/very good' the various aspects of interpretation. The ratings remained consistently high throughout the four years.

Content - The satisfaction rate in key components of this section remained between 92%-93% throughout the reporting periods. The overall four-year average for this section is 92.5%.

Utility/Applicability - The number of participants who judged their training to be useful, relevant, and applicable to the workplace was consistently high throughout the four years, between 98%-99%. An average of 95% judged 'good/very good' ways of identifying training in the workplace.

Overall Assessment – An average of 99% of the participants in the four years expressed their enthusiasm with their training and assessed their experience as positive.

Participant and program statistics represented in each year of the review sample are included on the next page.

W N I S Third-Country Training

The Review Sample

Participants

Number of third-country participants trained and number represented in the review sample:

	1997-1998	1999	2000	2001
Number of TC participants who completed third-country training	88	112	157	90
Number of TC participants who submitted exit questionnaires	73	102	150	85
Percentage of participants represented in the review sample	83%	91%	95%	94%

Average Age	45	42	41	45
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Training Programs

Number of third-country programs implemented and number represented in the review sample:

	1997-1998	1999	2000	2001
Number of TC programs implemented	7	8	15	11
Number of TC programs with exit questionnaires administered*	5	6	15	9
Number of TC programs represented in the review sample	5	6	15	9
Percentage of programs represented in the review sample	100%	100%	100%	100%

*Programs such as conferences, seminars, internships, normally, do not have exit questionnaires administered.

Overall Summary of Satisfaction Rate WNIS

The table below presents a comparison of the average percentages in participant satisfaction in the six sections of the questionnaire. Only one in-country program was conducted in 1999 which had no exit questionnaires administered, thus the findings for this venue reflect only the 1997-98, 2000, and 2001 periods. Because pre-departure orientation is not part of in-country training, this section was not analyzed. The number of participants who responded to the questionnaire is so indicated by venue and reporting period.

Criteria	US based WNIS				In-country- WNIS			Third Country WNIS			
	1997-98	1999	2000	2001	1997-98	2000	2001	1997-98	1999	2000	2001
Orientation											
Received	88%	84%	85%	90%	Not analyzed			84%	79%	81%	90%
Satisfaction rate	85%	79%	84%	80%				75%	85%	87%	88%
Logistics											
Satisfaction rate	98%	96%	95%	95%	96%	98%	99%	100%	96%	98%	100%
Interpretation											
Satisfaction rate	97%	91%	97%	97%	98%	99%	100%	96%	98%	96%	97%
Content											
Satisfaction rate	90%	86%	91%	95%	92%	94%	93%	93%	93%	92%	92%
Utility/Applicability											
Agreement rate	97%	97%	99%	99%	96%	98%	98%	99%	98%	98%	99%
Overall Assessment											
Positive	96%	95%	98%	100%	96%	98%	98%	99%	99%	98%	99%

US-based

1997-98 N = 297
1999 N = 157
2000 N = 167
2001 N = 47

In-country

1997-98 N = 300
1999 (no data available)
2000 N = 474
2001 N = 537

Third country

1997-98 N = 73
1999 N = 102
2000 N = 150
2001 N = 85

Summary of Response Rate, WNIS

The response rate indicated on the next page refers to the average percentage of participants who responded to the questions in each section of the questionnaire. The response rate for US training is above 90% in all sections of the questionnaire, reaching as high as 98%-99% in several instances. The response rate for in-country training is very low especially for the section on interpretation. It should be noted that interpretation is not always a component of in-country training, and participants tend to skip the questions that do not pertain to their specific training event. For the sections on content, utility of training, and overall assessment, however, the response rate is between 79% and 98%. The response rate for third-country training is above 85% reaching as high as 99%-100% in 2001.

While there is a substantial representation of training programs in the evaluation data for all venues and years, the lower percentages for in-country training in logistics and interpretation indicate that participants do not complete the entire questionnaire. This is especially true in questions pertaining to activities that were not included in their specific training event. Instead of indicating '*not part of the program*', participants tend to leave the question unanswered, which has an impact on the overall response rate.

The chart below presents a comparison of the average response rate for each of the sections of the questionnaire by venue and reporting years.

REPONSE RATE

	US				In-Country			Third Country			
Criteria	'97-98	1999	2000	2001	1997-98	2000	2001	'97-98	1999	2000	2001
Orientation											
Received	99%	99%	98%	99%	Not analyzed			88%	94%	92%	99%
Satisfaction	96%	98%	98%	99%				87%	97%	85%	98%
Logistics											
Satisfaction	98%	97%	96%	97%	61%	83%	78%	92%	96%	96%	99%
Interpretation											
Satisfaction	94%	91%	94%	98%	43%	28%	12%	89%	86%	87%	94%
Content											
Satisfaction	96%	95%	98%	99%	88%	89%	91%	96%	96%	96%	98%
Utility of training											
Satisfaction	98%	99%	99%	99%	79%	92%	98%	92%	99%	98%	100%
Overall assessment											
Satisfaction	98%	99%	98%	100%	96%	97%	98%	98%	98%	99%	100%